

**DEPARTMENT:** Donor Services Center  
**STATUS:** Exempt; Salaried  
**EXPOSURE RISK:** Category III  
**SALARY GRADE:** 23  
**REPORTS TO:** Donor Services Manager  
**SUPERVISES:** N/A

**GENERAL JOB FUNCTION**

The Training & Education Program Administrator is responsible for engaging as a part of the Centralized Learning Model in the planning, development and deployment of organizational learning programs to meet defined objectives, maximize performance and achieve strategic and operational goals. Is responsible for planning, developing, coordinating, and executing strategies to fulfill the donor services training program in accordance with processor and regulatory requirements. Creates and delivers progressive and adaptable education curriculum to meet defined objectives, maximize performance and achieve strategic and operational goals. Measures and documents learner’s preparedness of practical and productive knowledge, skills and abilities to execute defined processes and procedures. Provides coaching and guidance on accountability for position specific knowledge, skills, and abilities. Develops and fosters cross-departmental collaboration in support of optimal department and organization outcomes. Aligns daily activities with the strategic and operational goals of the organization.

**JOB DUTIES AND RESPONSIBILITIES**

**Develop, deliver and manage a comprehensive donor services training program in accordance with processor and regulatory requirements.**

- Define training requirements for onboarding, skills improvement, competency verification and process or procedure based on regulatory, partner and customer expectations.
- Independently or collaboratively design curriculum and coursework as needed using instructional systems designed to guide effective adult learning experiences. This includes writing course documents, learning objectives, course content, scenarios, practice activities, simulation experiences and post-test assessments utilizing the Learning Management System appropriately.
- Facilitate the delivery of training programs in person and/or in conjunction with subject matter expert’s (SME’s) and/or outside vendors ensuring they are conducted in a trainable manner consistent with adult learning styles.
- Identify and train preceptors to assist with on-the-job training, progress and engage in providing feedback to trainees.
  - Document and monitor individuals training plans, measurement of skills, goals and progress.
  - Schedule and conduct regular debriefing sessions with trainee to review and update the status of the training plan, objectives, identify future goals and document trainee’s case experiences.
  - Provide written evaluation of trainee’s progress determining when a trainee can be signed off for independent practice.
- Develop and maintain current training files to meet documentation requirements.
- Measure ongoing capabilities to execute established processes to maintain high quality grafts, and rejection rates, in compliance with safety and regulatory requirements.
  - Actively participate in the team schedule and assume responsibilities to perform on-the-job training, guidance, assessment or evaluation.
  - Regularly engage in observation evaluation, on-the-job or simulation, to assess and document mastery of job skills, techniques and core competencies of all trained team members.
- Support team member performance management through documentation of growth and development opportunities, recognition, and real time coaching and mentoring.

**Develop and maintain working relationships with internal key contacts, fostering cross-departmental collaboration in support of optimal department and organization outcomes.**

- Fosters cross-departmental relationships ensuring that workload is managed efficiently and cooperatively.
- Responsible for assessing various data reports to ensure optimal performance measures are being met. Provide analytical and observational progress reports to Leadership defining a plan for achievement of expectations.
- Establish a process to effectively manage, take action and respond to the feedback received.
- Evaluate internal processes, propose recommendation or changes.
- Define, design and deliver re-training needs, individually or all trained team members.
- Remain apprised of advancements and changes within the industry and specific area of responsibility, including participation in local and national professional associations/organizations.
- Identify innovative techniques, procedures and areas for the improvement of all aspects of the donor services processes.

**Provides coaching and guidance to team members relating to individual accountability for knowledge, skills, abilities and behaviors to meet job expectations.**

- Provide consistent real-time expertise and oversight aimed at maximizing donation during the referral.
- Convey leadership and support of team member's performance, with support from Donor Services Manager, through timely, effective and respectful coaching and accountability regarding job expectations, areas of opportunity and recognition. Ensure documentation as appropriate.
- Identify, recommend and execute departmental and individual learning and development needs. Assure effective learning has occurred and follow through on the execution in work behaviors.
- Provide guidance and mentoring to encourage professional development and achievement of goals.
- Model and promote a culture of accountability and service with team members.

**Lead the organizational strategic requirements of the training program processes, techniques and documentation.**

- Maintain skills, ability and required competency documentation, in accordance with the Donor Services Coordinator job description.
- Participate in Tissue Administrator On-Call (TAOC) schedule to support achievement of organizational strategic plan.
  - Problem solve with team members and provide skill, technique or logistical expertise in all areas of the recovery process.
  - Provide real-time clinical and administrative guidance, leadership and expertise aimed at maximizing all recovery opportunities, maintaining an awareness of all active referrals and pending activity.
- Create and revise new and existing standard operating procedures, policies, guidance documents and work instructions, collaborating as needed.
- Lead the establishment and implementation of new processes in response to regulatory or other changes impacting the program or work processes.
- Support quality and consistency, engaging in root cause analysis, follow through, and timely documentation of all non-conformance and compliance reports.
- Participate and engage in ensuring successful internal, customer or regulatory audits.

**STANDARD RESPONSIBILITIES**

1. Perform work while demonstrating a commitment to excellence and performance improvement.
2. Update clinical and administrative documentation, including electronic systems, with accurate, real-time, appropriate information according to established practices and procedures.

3. Represent LifeSource in a professional manner with both internal and external customers, ensuring professional appearance and communication.
4. Participate in all appropriate meetings, in-person, on-site, or remote, as defined by leader.
5. Routinely share feedback, solutions and ideas to leadership, including identification of training needs.
6. Exhibit outstanding clinical, customer service and collaboration skills as required by position.
7. Maintain confidentiality and respect of information obtained within purview of position, as defined by policy and procedure expectations and in accordance with HIPAA.
8. Demonstrate LifeSource Values in work behaviors and actions.
9. Actively participate on assigned committees, work groups and project teams.
10. Execute job responsibilities in accordance with established Standard Operating Procedures (SOPs), Policies (POL), and practices as trained.
11. Perform other duties as required and assigned by leader.

**QUALIFICATIONS**

1. Requires a Bachelor’s degree in Communications, Healthcare or related field and 3 years of experience with medical terminology, human anatomy or disease processes in a direct patient or family care setting or equivalent education and experience.
2. Requires previous experience preparing and deliver training programs demonstrating knowledge of adult learning theory, program design, and program evaluation or assessment including competency for multi-media presentation delivery and other related technologies. Experience creating simulation activities preferred.
3. Public speaking skills are essential for facilitation of both in-person and remote forums with the proven ability to obtain pertinent information through observation or interview and translate it to a written training program.
4. Proven formal and/or informal leadership capabilities exhibiting strong written and verbal communication skills with the ability to motivate peers, problem-solve and execute discretionary decision-making ability.
5. Demonstrated ability to provide a high level of customer service to internal and external customers with proficiency in the ability to develop and connect with people quickly.
6. Proven self-directed, motivated contributor with a strong initiative and ability to function autonomously, establish priorities and work effectively within a team environment.
7. Prefer professional previous experience within the organ and tissue donation industry.
8. Must obtain Certified Tissue Bank Specialist (CTBS) within two (2) years of entry in the position. Once certified, you must obtain the required continuing education or recertification credits/process.
9. Must be organized, detail oriented, and have excellent critical thinking and analytical skills.
10. Strong working knowledge of Microsoft Office applications.
11. Demonstrated ability to exhibit a high degree of quality, integrity, and honor confidentiality of appropriate information including, but not limited to, personal team member data, organizational operations or work processes, donor and donor family information, contributor details, any financial information and medical or protected health information (PHI) in accordance with HIPAA.
12. Proven skilled and competent in using technology-based devices and mobile tools such as personal computers and related software, electronic medical record systems, mobile phones, and mobile printing devices.

**WORKING CONDITIONS**

1. Able to work a minimum of 40 hours per week and participate in 24-hour call. Ability to adjust the schedule to accommodate donor services team needs. Working evenings and weekends is required to perform the tasks outlined in this job description.
2. Must maintain a valid driver license and have reliable personal automobile to be used with company reimbursement using IRS guidelines. Must be able to travel within the service area (MN, ND, SD) by ground or air.

3. Affected team member in Category III never or rarely have exposure to bloodborne pathogens and do not have a potential for this exposure or handle materials that could spread infection (less than one opportunity per month). Additionally, they rarely interact with staff in patient or donor areas in a hospital or clinic setting while performing their assigned job duties.
4. Ability to lift and carry up to 20 pounds occasionally.
5. Must be able to follow and successfully complete category immunization, health screening and background check requirements.

**Team Member Statement of Acknowledgement and Understanding**

Acknowledgement of this job description is performed electronically via Q-Pulse—the LifeSource document control system. A team member’s electronic signature will represent the following statement of understanding:

*I acknowledge that I have received and reviewed the job description for my position and I feel that I can meet the requirements with or without reasonable accommodations. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities and requirements of this position. Additionally, I understand the general description of the expectations related to work hours and absences, attached herein, are subject to change based on department and organizational requirements. I understand that LifeSource has the right to revise this job description at any time.*

The following is a general description of the expectations related to work hours and absences. This is subject to change based on department and organizational requirements.

**POSITION EXPECTATIONS**

**Job Title:** Training & Education Program Administrator  
**Reports To:** Donor Services Manager  
**Exemption Status:** Exempt; Salaried

**WORK**

**Work Day:** As appropriate per job responsibility office work, training schedule, shift coverage days, nights, weekends and holidays; On call TBD  
**Hours:** Office hours; training hours to align with trainee schedule; On-call TBD  
**Lunch/Breaks:** Self-directed  
**Overtime:** N/A  
**On-Call:** Tissue AOC approximately 9 days per month  
**Flexible Hours:** Yes  
**Flexible Location:** Yes-Can take Tissue AOC call offsite  
**Weekends:** Weekends are as needed based on business needs. Not regularly scheduled.  
**Travel:** Yes – Occasional travel for business meetings. Typically, 1-2 times per year  
**Mandatory Meetings:** All team, departmental and committee meetings  
**Shift Relief:** No

**ABSENCE**

**Planned Absence** (*Vacation, Holiday, Leave of Absence, etc.*)  
**Short-term:** Donor Services Manager and fellow TAOCs take call to cover the TAOC schedule and Sr. DSCs cover training needs.  
**Long-term:** Fellow TAOCs take call to cover the TAOC schedule and Sr. DSCs cover training needs.  
**Unplanned Absence** (*Injury, Illness, Leave of Absence, etc.*)  
**Short-term:** Donor Services Manager and fellow TAOCs take call to cover the TAOC schedule and Sr. DSCs cover training needs.  
**Long-term:** Fellow TAOCs take call to cover the TAOC schedule and Sr. DSCs cover training needs.

**COMMENTS**